Policy Group, are the main reasons for the increase in total external debt and debt ratio to GDP.

Display of duration for various customer services in ranks

*198. SYED SIBTEY *RAZI ;* Will the Minister of FINANCE be pleased to state ;

(a) whether Government propose to issue instructions to all Public and Private Sector Banks to display duration of each services like preparation of Bank Draft, Fixed Deposit Receipt, Pay Order, issue of Cheque Books, entries in Pass Books, clearance of cheques and self payment in each branch under them for the satisfaction of general public; and

(b) if so, what are the details thereof and if not, wfiat are the reasons therefor ?

THE MINISTER 0£ STATE IN THE MINISTRY OF FINANCE AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED) : (a) and (b) Instructions have been issued by the Government and Reserve Bank of India (RBI) from time to time advising the banks to ensure prominent display of time norms for disposal of different items of business having material bearing on customer service. The Goiporia Committee on Customer Service in its report submitted in December, 1991 recommended *inter-alia* that the time norms for specified business transactions should be displayed prominently in the banking hall so that it attracts the customers attention as well as that of the employees. This recommendation of the Goiporia Committee has been accepted by RBI and instructions were issued by RBI in January, 1992 to all scheduled commercial banks to implement the same immediately.

Working of Central Board of Narcotics and the Narcotics Control Board

*199. SHR1 CHATURANAN MISHRA:

SHRI GURUDAS DAS GUPTA :

Will the Minister of FINANCE be pleased to state :

(a) whether he received any Video Cas sette, last year from the Nashabandi Samiti, reques'ing him to institute an inquiry into the working of Central Bureau of Narcotics and J'arcotics Control Board;

(b) if so, what are the details therof

(c) whether any inquiry has been ordered, if so, what is the stage of the investigation; and

(d) whether it is also a fact that two members of the Samiti who gave details in the representation are being harassed by two officials of the Bureau ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHiiKHAR MURTHY): (a) lo (d) As part of intelligence collection work, the Central B.:;.;u of Narcotics had procured a copy of a video cassette from secret sources on 3-9-92 indicating clandestine manufacture and disposal of Drown sugar. Investigations conducted in the matter reveal that the video cassette was made in the month of April, 1992. The persons involved in the manufacture of brown sugar/ heroin and the place where it was manufactured were identified and action initiated against persons who had committed an oifence of manufacture, possession and trartsportaion of brown sugar/heroin under the Narcotic Drugs and Psychotropic Substances Act. Summons were issued to all the persons identified as concerned in the manufacture of brown sugar/heroin and some of them were also arrested after recording their statements.

In the meantime, Delhi Nashabandi Samiti submitted a memorandum dated 15-10-992 alleging that production of smack/heroin, diversion from licit opium and illicit cultivation of opium are going up very streadily in the country and that an enquiry into the working of Central Bureau of Narcotics (CBN) and Narcotics Control Bureau (NCB) should be instituted. The Delhi Nashabandi Samiti Uso left a video c.Esr.ette and a copy of the case study done by them on illicit activities of conversion of opium into smack/heroin in Mansaur district of M.P. It was known at this stage that Dr. Ashwani Kumar and ' Sin i S. L. Manga (to -vhom summons hnd also been issued) were activists of Delhi Nashabandi Samiti.

Investigations had further revealed that manufacture of heroin as depicted in the "ideo cassette was pre-planned and stage-managed and was undertaken at the instance of Dr." Ashwani Kumar and Shri S. L. Manga with the assistance of